

Clay County

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10/13/04

CB

Exhibit 10

QUESTIONNAIRE

YES NO

1. Do you agree to abide by all rules as prescribed by the 9-1-1 Act and Illinois Administrative Code 725? X
2. Will 9-1-1 be the primary published emergency telephone number within the area served by system? X
3. Will automatic dialing type alarms be permitted on 9-1-1 lines? X
4. Will the PSAP have a designated overflow answering station that can be utilized if the call volume exceed that which the telecommunicator on duty is able to handle? X
5. Will the PSAP have an emergency power source?
What type? Generators that will automatically start with loss of commercial power. We will also have UPS's on our radio, computers, and ANI/ALI equipment. X
6. Does the system have an Emergency Telephone System Board Appointed as prescribed by the Emergency Telephone System Act? X
7. Will management develop and write "Standard Operating Procedures" for PSAP personnel concerning the call handling Agreements and the requirements of 83 Illinois Administrative Code 725? X
8. If applicable, will PSAP management, prior to activating the system, establish written procedures for all tracing with all the telephone companies involved in the system? Not applicable.
9. Will PSAP management, prior to activating the system, establish written procedures for the repair of equipment and restoration of services? X
10. Will PSAP management develop procedures for providing 9-1-1 service in the event that critical functions of the PSAP are partially disabled due to natural or man-made disaster? X
11. Will PSAP management, prior to activating the system, file with the commission the written procedures that have been established and are in place, which are referred to in Questions 7, 8 & 9? X

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- | | YES | NO |
|---|-----|----|
| 12. Will the PSAP have a teletypewriter (TTY) to use in answer calls made by the hearing impaired for each answering position?
If not, please elaborate on number of TTY's. Is there a backup TTY unit at each PSAP? | X | |
| 13. Will the PSAP utilize a TTY PSAP Based Voice Annunciator? | | X |
| 14. Will 9-1-1 be the emergency number for TTY calls? | X | |
| 15. Will adequate training be provided to PSAP personnel in the use of TTY's? | X | |
| 16. Do you have any dedicated 7 digit lines used for TTY calls that will be disconnected when 9-1-1 is operated? | | X |
| 17. If so, have arrangements been made to provide an announcement to TTY user's informing them that 9-1-1 should not be dialed for emergencies? | | |
| 18. What response will be initiated by the PSAP for calls where verbal contact cannot be established? | | |
| ANSWER: Attempt will be made to contact caller back, if unsuccessful, law enforcement will be dispatched to ascertain the problem. | | |
| 19. No question to be answered. | | |
| 20. Is there a cell site in your area that would result in cellular 9-1-1 calls arriving at your PSAP? | X | |
| 21. Do you have procedures in place to accept and handle cellular 9-1-1 calls? | X | |
| ANSWER: Once the Clay County E.T.S.B. receives their authority to operate, the Board will issue a letter to the Illinois Commerce Commission and the Department of State Police its intent to handle wireless 9-1-1 calls. | | |
| 22. What considerations has management made to insure that private residential and private business switch services are provided the same level of 9-1-1 as public agency (s) and telecommunications carrier (s) are providing other end users of the local 9-1-1 System, as required by the Emergency Telephone System Act, 50 ILCS 750.01 et. Seq.? | | |

YES

NO

ANSWER: All multi-line switchboard operations will be contacted in our area to make sure they are compliant with the Emergency Telephone System Act.

23. Will the telephone directories that will be affected by the proposed system have 9-1-1 listed as the primary emergency number? X

24. What type of trunking arrangement will be used to provide incoming 9-1-1 trunks? (Answer in bold)

- a. Dedicated Directed
- b. Tandem
- c. **Combination of a & b**

25. Is your selective router being provisioned by the local exchange carrier? X

26. Please provide in detail the features to be provided by your selective router?

ANSWER: ANI/ALI and selective routing

27. Will 9-1-1 circuits utilize alternate routing per the definition under 83 Illinois Administrative Code, Part 725? X

28. Will pay phones within the system's boundaries be appropriately placarded and have 9-1-1 coin free dialing? X

29. Will critical telephone equipment be utilized in the PSAP which will not operate properly during or after a power fluctuation or interruption has been experienced? X

30. On a separate sheet, diagram the trunking arrangement(s) used and The number of 9-1-1 circuits for each switching office to the PSAP. Please label diagram as Exhibit 10, Question 30.

31. Please provide a detailed testing plan that explains specifically how the 911 Network and database will be tested and provide the time frame in which this will be done.

Clay County 9-1-1 Test Phase:

Testing of the Clay County 9-1-1 System will begin once we receive our Authority to Operate. Testing will be done within a 6 to 8 week time frame or 80% of all access lines. All exchanges will be tested and information verified. Prior to soft cut, the 9-1-1 Coordinator and the dispatchers will call each resident asking them to call back on the 8-1-1 test code to verify that

the resident's ANI/ALI information and ESN is correct. Once Clay County 911 goes soft cut, the 9-1-1 Coordinator and the dispatchers will continue to call each resident having them call 9-1-1 to verify that the resident's ANI/ALI information and ESN is correct. The Clay County 911 system will also do testing with the back-up PSAP. While testing telephone lines, all problems will be taken to the 9-1-1 Coordinator who will immediately address these issues, whether it be software or equipment problems with the Clay County 9-1-1 equipment or with Verizon, Wabash Telephone Coop or Frontier Communications customer service, with special emphasis on detecting area specific problems.

A sample of the Call Testing sheet and protocol is attached for your review.